Annual Statistics 2001

BLG	2	2		
BG	1751	376	$	10,555.22
CGC	108	112	$	12,086.80
CGL	33	39	$	6,360.46
CG	110	161	$	2,204.03
ECG	16	23		
FRG	93	50	$	583.25
FGE	51	68		
NAG	1	3	$	85,921.20
OTG	16	5		
MUN GAS	9	5		
Gas Total	**2258**	**1172**	**$**	**85,921.20**
WATER	77	29	$	1,113.27
Water Total	**77**	**29**	**$**	**1,113.27**
Company	TOTAL			
Adelphia		2		
Advantage Tele.	1	1	$	456.35
Affinity Network		1		
Allegiance	8	30	$	11,594.68
Amer-I-Net	1			
Amer.'s Tele-Net.	25	4	$	201.45
ATT	11869	1491	$	70,141.80
Broadview Net	5	9		
Bus. Disc. Plan		1	$	12.00
Choice One		7	$	270.86
CoinTel	1	1		
CORECOM	7	6	$	1,955.14
CTC	3	6		
e-LEC/Essex	9	20	$	552.78
Essential.com	69	122	$	8,350.43
Excel-Telco	4	11	$	178.70
EZ-Talk	4	3		

CONSUMER DIVISION ADJUSTMENTS - 2000

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TO
Adelphia				4.00	50.00	145.68		80.77			82.92		36
Cablevision			74.94		1.01	6.79	3.59			494.13	214.00	22.37	81
Charter		29.95	18.55	221.13	350.00						37.90		65
Cox									3.70				
Media One	599.37	130.01	509.77	370.62	1,139.98	734.62	1,506.50	806.45	937.97	511.23	1,820.78	492.13	9,559
RCN Cable						134.29	90.45				201.90		426
Total	599.37	159.96	603.26	595.75	1,540.99	1,021.38	1,600.54	887.22	941.67	1,005.36	2,357.50	514.50	12,254
BE	8,296.72	4773.36	3,356.44	946.22	928.46	603.34	4,154.79	14,900.04	6,184.04	24,257.99	2,939.97	1,551.67	72,893
CAMB													0
CE	6.00									2.66		25.00	33
EE		366.05	407.45	565.52	11.43		215.00	710.57	1,268.68			256.99	3,801
FGE													0
ME	695.83	1,911.55	13,017.21		1,406.48	11,344.34	3,081.90	1,993.85	457.28	1,282.05		504.00	35,694
NE													0
WME			624.48		155.30		326.71		520.00	341.35	129.91	1,041.36	3,139
Mun. Elec.				42.38	26.25								68
Total	8,998.55	7,050.96	17,405.58	1,554.12	2,527.92	11,947.68	7,778.40	17,604.46	8,430.00	25,884.05	3,069.88	3,379.02	115,630
BG	137.76	2,203.10	62.31	2,864.30	487.15	1,743.10	2,137.18	232.87	767.95	588.83	61.22		11,285
BKG		877.72		33.97								256.08	1,167
BSG	337.69	2,990.51	2,717.73	5,303.69	4,478.33	7,879.00	1,849.70	10,697.97	2,778.87	8,662.38	1,400.00	7,037.46	56,133
CG		132.31	422.25	47.00		60.66	157.29	164.09					983
CGC			181.21	350.00	716.89	386.81	128.63		949.49	403.76	915.23	846.86	4,878
CGL	591.79	552.88		1,309.78	5.65	385.02			1,077.28				3,922
ECG		31.92		106.28			367.40		37,000.00	18.17			37,[illegible]
FGE										331.20			331
FRG		942.93	99.74			393.91				974.11	115.79		[illegible]
Mun. Gas					55.00								55
Total	1,067.24	7,731.37	3,483.24	10,015.02	5,743.02	10,848.50	4,640.20	11,094.93	42,573.59	10,978.45	2,492.24	8,140.40	118,808
AllEnergy										210.00			210
Servi-Sense				46.72	214.17			47.06	89.95	153.80			551
Utility.com										25.00			25
TOTAL				46.72	214.17			47.06	89.95	388.80			786
WATER**		70.00				1,387.47			123.43				1,580
TOTAL		70.00				1,387.47			123.43				1,580
ntage			57.06										57
iance	439.80					577.11	908.37	1,069.19			390.59		3,385
sTeleNet				190.25	259.92		399.08		92.35				941
TelNet		93.76		33.95									127
	5,766.40	8,463.17	15,941.22	17,204.68	19,246.15	12,999.69	13,220.61	43,822.86	9,699.48	14,333.39	19,418.80	17,101.56	197,218
ATL	1,543.52	1,265.08	1,592.96	2,566.05	8,880.71	4,070.37	4,171.84	5,697.81	11,459.54	4,340.76	1,024.86	[illegible]	[illegible]

1999

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avalon		7.90	29.95		40.80		2.27		12.00			
Cablevision	244.83	176.07	168.11	35.83	206.04	43.19	56.89		24.18	33.03		162.81
Century			59.28									
Charter								21.95		19.95	135.00	
CVI Cable	44.01											
FrontierVision							29.23		35.00			
Greater Media			25.00	151.99			27.95	56.80				
Media One	226.07	410.11	28.65	197.55	523.25	543.95	36.52	154.94	284.01	537.39	126.38	635.53
RCN Cable			304.62									
Time Warner	141.08			97.16		82.49	100.00					
Total	655.99	594.08	615.61	482.53	770.09	669.63	252.86	233.69	355.19	590.37	261.38	798.34

BE	32,521.05	1577.34	9,786.93	6,646.78	12,628.98	21,298.75	2,696.87	3,152.12	9,459.73	18,966.24	2,092.90	428.52
CAMB		132.29										
CE		251.69	501.99		938.88	1,215.58		363.52		61.27	50.00	
EE			82.79								14.36	
FGE												
ME	2,043.30	523.64	947.94	2,884.09	50.61	1,302.86	2,688.19	711.03	398.38	199.63	3,591.89	414.85
NE												
WME		1,410.64			4,546.71	39.55	7,022.58	806.08				
Mun. Elec.	18.42	572.85		259.51							28.68	
Total	34,582.77	4,468.45	11,319.65	9,790.38	18,165.18	23,856.74	12,407.64	5,032.75	9,858.11	19,227.14	5,777.83	843.37

BG	112.00	1,065.92	1,629.83	772.34	3,723.06	493.00		1,078.00	294.00	1,654.72	1,775.00	
BMG	25.00			428.55	559.20	100.00				3,090.54	1,802.52	
BSG	1,535.01	3,816.90	3,720.42	1,695.96	5,714.49	3,438.32	4,087.81	3,420.33	51.57	458.00	903.25	3,016.33
CG	869.30	597.98	2,421.44	550.20		914.79		159.11		154.00	826.93	147.00
CGC	78.67		1,290.11	204.00	200.06		25.00	315.60				59.80
CGL			590.52	119.33	295.24			178.34	200.00	860.54		
BCG			45.50		2,349.25							
FGE		172.55	358.16			430.00						*960.71
PNG	2.50	212.25	262.98					25.80				
Mun. Gas			35.53									
Total	2,622.48	5,865.60	10,354.49	3,770.38	12,841.30	5,376.11	4,112.81	5,177.18	545.57	6,217.80	5,307.70	3,223.13

COM/Enrg Mkt.		-	825.02									
AllEnergy								400.00				
Enron		463.00										
TOTAL		463.00	825.02					400.00				

WATER**												
TOTAL		0.00										

CONSUMER DIVISION ADJUSTMENTS - 1998

[illegible]													
											72.10	1.07	73.17
Cablevision											13.68	5.79	19.47
Cox Cable												17.10	17.10
Greater Media											109.21	59.95	169.16
Media One												60.92	60.92
RCN Cable											56.99	270.38	327.37
Time Warner											21.00		21.00
Tufts Cable											274.98	413.21	688.19
Total													

BE	5,792.12	2124.56	31,196.93	20,905.73	19,272.82	15,348.69	7,026.71	10,942.62	23,051.32	7,470.35	5,017.14	3,521.64	153,670.63
CAMB							21.73			44.14			65.87
CE	1,659.49	1,902.52		3,718.44	900.00	402.44	600.05	347.52		840.36	422.18	23.71	10,816.71
EE	433.04					120.99	164.23				629.65	153.67	1,521.56
FOR		130.00											130.00
MB	91.03	1,391.51	13,586.92	2,563.67	7,895.42	62.49	1,944.67	599.88	537.08	2,702.69	115.27	1,099.56	32,990.19
NE													0.00
WME	6,721.74	458.94	692.48	301.89			800.00	215.00	407.77		443.27	887.44	10,208.53
Mus. Elec.	1,148.00	262.27		75.00			1,007.00					350.93	2,843.20
Total	15,865.42	6,269.80	45,476.33	27,564.73	28,068.24	15,934.61	10,864.37	12,105.02	25,996.17	11,057.54	6,627.51	6,016.95	211,846.69

BO	2,307.23	2,282.23	1,139.68	694.03	7,771.06	3,645.58	2,314.78	1,436.77	3,847.19	305.81	3,751.03	36.31	29,535.70
BRG					956.13					874.54			[illegible]
BUG													0.00
BSG	2,356.67	9,870.73	4,000.58	2,484.87	2,615.20	5,242.77	1,142.78	3,457.54	1,322.54	1,078.81	4,170.85	434.05	38,177.19
CG			48.86	1,431.59	45.98	977.02	199.31	2,004.42		86.14	107.21	57.20	4,957.73
CGC					70.73						505.45	81.49	657.67
CGL	1,480.63		464.28			1,041.44		1,041.00		200.00		284.22	4,311.57
HCG			169.12			895.02							[illegible]
PGE						58.94	326.00	1,271.06	1,323.81	75.00		392.08	[illegible]
FRG			24.56				567.76	341.48				69.31	1,003.31
NAG													0.00
Mun. Gas			332.00				604.67						956.67
Total	6,144.53	12,152.96	6,198.88	4,614.49	11,459.10	11,860.77	5,155.30	9,552.27	6,493.54	2,620.30	8,534.54	1,354.86	86,141.54

WATER**			52.56										52.56
Misc:			16.95		72.32								89.27
TOTAL			69.51		72.32								141.83

ATT	944.49	758.38	504.82	1,202.22	7,601.65	5,928.23	1,238.03	202.17	2,667.47	198.99	2,862.38	6,457.73	30,566.56
BDP								139.23				592.27	731.50
BELL ATL	1,075.74	3,253.66	1,815.61	2,267.44	5,911.63	2,642.12	2,244.39	2,424.37	3,704.91	1,172.84	3,887.07	1,961.48	30,361.26
INT		49.75		27.00							13.46	62.00	152.21
ITI													0.00
LDC	204.59	1,410.39	636.69	10.75	12,273.41	49.27	1,572.17	137.87	250.23	104.53			16,650.30
MCI	710.78	12.66	236.00	189.10	602.71		7,489.30	1,560.96	736.12	667.87	1,229.96	458.28	13,893.74
OAN							5.75	89.14				69.12	164.01
OTT	1,112.99	319.54	229.20	1,327.13	594.17	281.31	166.31	676.39	80.78	1,109.05	1,475.09	1,052.01	8,423.97
RCN	586.93	959.02	973.29	639.08	78.98	127.78	960.94	869.30	284.85	1,511.44	1,628.75	2,079.82	10,740.18
SPR		130.00	350.43	83.30									563.73
USBI				15.67	30.68	8.80							55.15
USN											1,771.63	1,574.31	3,345.94
USP&C												50.00	50.00
US Tel.					23.25								23.25
WorldCom					618.71								618.71
Total	4,635.52	6,933.40	4,746.04	5,761.69	25,735.19	9,037.31	13,676.89	6,099.43	7,724.36	4,764.72	12,868.34	14,357.02	116,340.51
TOTAL	26,645.87	25,356.16	56,490.76	37,940.91	65,334.85	36,832.89	29,696.56	27,756.72	40,214.07	18,442.56	28,305.37	22,142.04	415,158.76

Consumer Division Adjustments - 1997

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
BE	13,597.86	1,768.03	19,815.98	7,859.14	7,261.00	11,217.69	6,211.53	11,833.45	13,638.27	28,209.72	16,776.46	9,382.31	147,571.44
CAMB	898.49												898.49
CE	147.60		443.48		140.69	41.14	178.04	10,832.04	17.73	14,666.65		216.07	26,482.76
EB		1,194.86		114.20		741.96	8,976.95		150.00		400.36		11,578.33
FGE													0.00
ME	754.21	1,042.02	410.00	1,474.82	1,257.76	533.07	598.49	1,480.75	1,244.72	213.85	428.24	1,058.40	10,496.34
NE	211.40		614.00										825.40
WME	21.31	1,318.74							963.11	42.74	1,075.07	1,004.99	4,426.16
Mun. Elec.													0.00
Total	15,621.48	5,323.65	21,283.38	9,448.16	8,659.45	12,533.86	15,965.01	23,946.24	16,013.83	43,132.96	18,680.13	11,661.77	202,270.92
BO	1,045.14	345.11	4,236.28	67.74	4,458.58	4,506.74	2,959.76	1,401.77	2,591.02	2,312.38	1,581.44	160.22	25,666.18
[redacted]		346.00	665.42	307.00									[redacted]
BLG													0.00
BSG	454.63	827.03	1,205.90	745.23	1,166.91	539.53	1,818.93	711.48	9,434.22	1,056.87	6,551.10	927.82	25,439.25
CG			729.31	135.80	946.00		1,706.42	203.95		1,514.00			5,235.48
CGC				1,145.75		1,255.54					56.16	125.88	2,583.33
CGL	1,260.23	128.38	839.41		1,951.64	220.31	1,579.43		114.00	1,765.78	6,366.92	164.97	14,391.27
[redacted]		110.25			79.19						122.60		[redacted]
[redacted]							141.89						[redacted]
NAG													0.00
Mun. Gas						323.42							323.42
Total	2,760.00	1,756.77	7,675.92	2,401.52	8,602.32	6,845.74	8,206.43	2,317.20	12,139.24	6,649.03	14,677.62	1,378.89	78,418.68
WATER**							106.00				78.19		184.19
Total							106.00				78.19		184.19
ATT	1,274.34	250.06	68.20	199.39		7,639.93	2,023.33	306.24	151.20	5.61		7,333.11	19,451.41
AOS													0.00
INT										108.00			108.00
LDC								30.44					30.44
MCI	615.44		294.48	53.25			265.48		587.69			1,048.73	2,865.07
NYNEX	1,275.98	587.94	1,436.16	1,424.07	2,746.57	2,743.39	1,365.01	271.40	2,098.08	1,406.15	644.70	5,554.96	21,554.41
OTT				200.57	565.99	136.81	283.41	15.00		366.88	406.79	102.04	2,078.49
PILGRIM	125.00												125.00
RCN											73.52	101.37	174.89
SPR	20.31							22.00		23.41			65.72
Total	3,311.07	838.00	1,798.84	1,877.28	3,312.56	10,518.13	3,937.23	845.08	2,836.97	1,910.05	1,125.01	14,140.21	46,450.43
TOTAL	21,693.55	7,918.42	30,758.14	13,726.96	20,574.33	29,897.73	28,214.67	27,108.52	30,990.04	51,692.04	34,560.95	27,180.87	324,316.22

CONSUMER DIVISION ADJUSTMENTS - 1996

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
BE	5,074.02	10,519.72	4,632.59	2,911.71	19,794.07	3,508.17	6,100.87	22,596.65	10,297.40	1,437.79	1,839.88	7,978.90	96,691.77
CAMB											414.22		414.22
CE		1,449.27	751.19							139.04	1,035.52	743.50	4,118.52
EE	275.02	1,257.09	1,228.42	323.49	224.63	402.10	99.01	411.04	583.41		18.05	647.24	5,469.50
FGE													0.00
ME	403.24	1,043.24	1,843.11	1,329.11	2,221.15	186.40	2,179.58	789.98	642.82	1,512.84		148.82	12,300.29
NE	1,407.15												1,407.15
WME	204.42	3,882.33	747.85	1,517.67	83.46	2,322.59	2,072.03	255.41	4,584.36		467.56	919.00	17,056.68
Mun. Elec.							675.86						675.86
Total	7,363.85	18,151.65	9,203.16	6,081.98	22,323.31	6,419.26	11,127.35	24,053.08	16,107.99	3,089.67	3,775.23	10,437.46	138,133.99
BG	3,082.73	4,664.56	8,216.10	3,024.94	7,297.43	1,824.14	4,821.40	1,302.11	1,051.67	5,641.17	3,951.62	5,477.38	50,355.25
BKG					250.00	219.15	215.00						684.15
BLG													0.00
BSG	568.97		1,205.69	3,455.42	395.38	1,622.68		169.00	305.00	258.71	218.53	50.00	8,249.38
CG	575.30	93.92	135.01	163.50	78.96			40.51	1,429.85				2,517.05
CGC		95.62	70.00	1,228.71	85.00	312.55		182.13					1,974.01
CGL	1,571.62	663.38	7,964.99	401.09	3,211.45	345.12	717.12		152.14	480.54	670.01	219.44	16,396.90
ECG	26.30	181.10	1,302.94	102.56	182.96	102.51						96.04	1,994.41
FRG		62.80			515.69		57.25		720.00				1,355.74
NAG									102.80				102.80
Mun. Gas													0.00
Total	5,824.92	5,761.38	18,894.73	8,376.22	12,016.87	4,426.15	5,810.77	1,693.75	3,761.46	6,380.42	4,840.16	5,842.86	83,629.69
WATER**												3,456.00	3,456.00
Total												3,456.00	3,456.00
ATT	37.50	218.38	696.71		315.00	594.45	63.84	121.97	458.57				2,506.42
AOS													0.00
COCOT													0.00
INF													0.00
INT	45.81	131.82											177.63
ITI													0.00
LDC				6.47	696.84			70.48					773.79
MCI	1,690.67	408.15		954.88	1,056.05	692.00	97.79		526.08	546.01	628.88		6,600.51
NYNEX	2,361.01	7,114.29	3,991.95	4,518.26	1,180.57	4,899.33	1,796.11	1,535.33	833.45	905.36	432.23	850.83	30,418.72
OTT	154.37		32.53	223.37	9.72	246.19	195.50	50.54	284.00	904.88		62.64	2,163.74
PILGRIM						252.00			127.72				379.72
SPR					237.96				2.93				240.89
ZERO+	69.75		46.31										116.06
Total	4,359.11	7,872.64	4,767.50	5,702.98	3,496.14	6,683.97	2,153.24	1,778.32	2,232.75	2,356.25	1,061.11	913.47	43,377.48
TOTAL	17,547.88	31,785.67	32,865.39	20,161.18	37,836.32	17,529.38	19,091.36	27,525.15	22,102.20	11,826.34	9,676.50	20,649.79	268,597.16

CONSUMER DIVISION ADJUSTMENTS - 1995

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
BE	3,957.84	5,043.08	20,937.03	2,254.89	14,325.40	11,434.76	7,929.21	22,327.41	18,766.96	41,263.98	30,729.30	16,165.89	195,135.75
CAMB			821.01										821.01
CE	1,507.84	403.75	255.65	41.35	960.21	398.93		18.84		1,620.55			5,207.12
EE	263.31		238.28		45.98		289.15	2,523.64	101.10		166.75	160.61	3,788.82
FGE													0.00
ME	7,805.99	1,478.29	175.13	1,122.46	2,397.03	3,544.29	696.07	977.16	1,664.87	1,305.18	2,010.90	2,743.90	25,921.27
NE													0.00
WME	933.78	319.10	328.00	226.88		151.03	662.38	859.37	435.44	1,558.95	1,285.31	41.20	6,801.44
BG	2,186.27	3,068.88	4,635.04	13,664.51	20,259.13	7,588.87	1,066.82	3,734.09	3,667.79	9,683.54	4,543.19	701.46	74,799.59
BKG			0.66		1,400.47	6,206.36				101.55			7,709.04
BLG													0.00
BSG	950.62	1,559.64	1,126.05	2,001.55	1,939.47	2,621.70	1,250.53	1,349.03	66.00	241.37	1,864.93	1,199.36	16,170.25
CG	1,312.88	540.86	50.00	183.50	387.09	111.33	653.13	63.95	286.69	164.00	4,966.79		8,720.22
CGC	35.00	144.00	18.19		300.00	233.66	308.60	60.00	413.79	182.00			1,695.24
CGL	697.78			1,176.31	1,165.25	460.51	25.00	104.42	1,538.46	1,515.11		167.78	6,850.62
ECG		169.23		124.25		288.85							582.33
HOG								426.13					426.13
FRG	25.00			318.97			32.00			325.09			701.06
MUNI *			1,074.44	32.67			480.52		1,104.37	3,132.06			5,824.06
WATER**	59.20							80.00		161.02			300.22
ATT	1,784.72	531.05	875.93	1,905.95	1,291.65	1,912.63	582.13	1,293.38	1,120.39	40.20	356.06	991.64	12,685.73
AOS		19.51				47.89		17.59			480.08		565.07
COCOT							0.75						0.75
INF							63.19						63.19
INT						449.49				181.63	93.60	162.00	886.72
ITI		8.00											8.00
LDC		1.11	123.89	2,146.06	15.96	51.71			168.32	129.60		141.54	2,778.19
MCI		3,764.76	146.56	405.94			534.45	2,186.05	42.85	1,453.22	251.49	373.56	9,158.88
NYNEX	19,126.63	3,916.25	2,411.80	848.99	876.03	593.23	5,325.20	3,891.11	6,206.66	6,121.82	2,162.79	1,194.88	29,632.51
OTT	910.94	442.79	54.96		60.39	270.15		924.07	603.30	1,224.00	209.28	122.90	4,822.78
SPR					47.39		3.00	117.24					167.63
ZERO+								12.90				15.77	28.67
TOTAL	41,557.80	21,410.30	33,272.62	26,454.28	45,471.45	36,365.39	19,902.13	40,966.38	36,186.99	70,404.87	49,120.47	24,182.49	422,252.29

*Muni = March - West Boylston
April - South Hadley
July - Merrimac
Sept. - North Attleboro
Oct. - Chicopee = 296.50
- Norwood = 39.68
- Reading = 2,714.88
- Taunton = 108.00

**Water = Jan. - Mass. American Water
August - Barnstable Water Supply
Oct. - Mass. American Water

OCT. Adj for BECO -87.66 Layne case

CONSUMER DIVISION ADJUSTMENTS - 1994

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
BE	13,862.44	6,264.66	4,788.69	5,554.42	11,524.73	37,382.10	2,926.87	42,264.28	16,116.91	23,093.85	6,832.49	3,225.91	173,837.35
CAMB													0.00
CE		1,762.03	607.69	775.24	289.46	545.08	1,365.81	15.36		1,491.24	327.85	268.96	7,448.72
EE		503.32							904.71			362.07	1,770.10
FGE			1,500.00				1,007.06						2,507.06
ME	861.87	785.62	700.34	3,136.80	638.28	5,171.99	7,920.52	2,541.87	4,107.73	5,277.18	3,014.89	2,758.10	36,915.19
NE													0.00
WME	730.38			367.61	725.32		892.83	514.60	1,224.88	614.39	402.12	353.62	5,825.75
BG	7,386.44	18,031.67	20,939.93	90,238.26	15,093.28	38,555.32	10,490.73	30,209.39	18,581.95	4,569.69	17,667.83	7,762.63	279,527.12
BKG	6,060.33	105.98	206.10			493.73	321.00			162.05			7,349.19
BLG													0.00
BSG	1,552.87	3,052.50	1,604.40	5,532.87	1,215.11	722.33	1,200.95	1,387.59	5,583.72	1,858.92	288.12	1,382.77	25,382.15
CG	59.15	283.74	278.17	296.32	1,557.83	646.58	165.23	256.53	2,288.34		1,662.25	869.08	8,363.22
CGC		76.62				298.12	13.00	70.72			99.01	147.01	704.48
CGL	69.06		352.33		2,099.53	706.80		153.54			194.46	929.85	4,505.57
ECG	607.59		93.88		12.00								713.47
NAG													0.00
FRG	302.83	328.00				1,400.54				354.46	776.39		3,162.22
MUNIC *			1,563.83			44.12			300.00	3.99	73.28		1,985.22
WATER		411.26		95.42		13.49	50.97						571.14
NYNEX	433.52	244.93	922.75	1,245.26	857.22	7,544.48	1,270.15	2,988.63	1,554.17	2,259.12	1,623.35	1,844.87	22,788.45
ATT	3,537.43	2,808.30	1,062.98	682.87	1,208.79	8,422.71	161.81	1,248.18	421.92	9,623.14	434.73	554.56	30,167.42
OTH						280.26	35.03	557.09	75.60	44.21	243.36	180.14	1,415.69
MCI	220.45		2.22	241.00	353.02	312.95	389.70		1,238.00	777.60	2,070.52	141.18	5,746.64
NYNEX-YPA				82.50									82.50
COCOT				0.25			2.00						2.25
LDC			219.76			34.48	164.45				639.44	6,958.64	8,016.77
AOS			9.05			73.55					4.67		87.27
PILGRIM					16.00			18.01					34.01
INT	247.10	51.20	95.00				52.24	189.03			103.34	518.73	1,256.64
INF						482.96	1,179.06	591.15	1,616.96	787.16			4,657.29
ITI							384.33					18.34	402.67
VRS										154.00			154.00
ZEROPLUS							2.91			29.93			32.84
MISC		60.70	27.03	709.57	116.69								913.99
TOTAL	35,931.46	34,770.53	34,974.15	108,958.39	35,707.26	103,131.59	29,996.65	83,005.97	54,014.89	51,100.93	36,458.10	28,276.46	636,326.38

Municipals:

MARCH- Chicopee $ 65.00
Peabody $1,498.83
JUNE- Hull $ 44.12

SEPT.- Belmont $ 300.00
OCT.- Wellesley$ 3.99
NOV.- Chicopee $ 73.28

Fitchburg Gas and Electric Light Company

SAIFI & SAIDI: 1996-2002

	TOTALS [1]		TOTALS With Adjusted Criteria [2]	
Year	SAIDI by Year (min.)	SAIFI by Year (min.)	SAIDI by Year (min.)	SAIFI by Year (min.)
2002	239.54	2.532	191.37	2.186
2001	155.67	2.064	140.35	1.596
2000	325.44	2.423	116.56	1.362
1999	263.97	3.161	160.88	2.003
1998	186.16	1.904	116.09	1.341
1997	202.12	2.878	139.45	1.896
1996	1,125.24	3.596	124.70	1.782

[1] Includes all reliability data for 1996-2002.

[2] Equals TOTALS minus D.T.E. assumptions for calculating electric reliability measures.

Fitchburg Gas and Electric Light Company

Lost Work Time Accident Rate: 1993 - 2002

Incident Rate = (N/EH) x 200,000
where,
N = number of lost work time injuries and illnesses, including cases involving days away from work or days of restricted work activity or both
EH = total hours worked by all employees during the calendar year
200000 = base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Year	Number of Hours Worked by All FG&E Employees	Number of Lost Time Accidents(1)	Lost Time Incident Rate
2002	196,928	1	1.02
2001	191,108	7	7.33
2000	188,108	7	7.44
1999	190,823	7	7.34
1998	202,883	12	11.83
1997	222,057	11	9.91
1996	243,074	17	13.99
1995	250,451	16	12.78
1994	257,552	14	10.87
1993	248,858	17	13.66

(1) Lost time accidents are for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company

Staffing Levels: 1997 – 2002

Year	Staffing Level*
2002	86
2001	85
2000	83
1999	83
1998	83
1997	102

*For the period 1996 through 2001, staffing level refers to the number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

Consistent with the Department's directive in its Letter Order to Bay State Gas, FG&E is providing its staffing level data for informational purposes. Bay State Gas Co., D.T.E. 99-84 (May 28, 2002) ("Bay State Order"). G.L. c. 164 requires present staffing levels of a distribution company to be tied to a company's November 1, 1997 levels only when it operates under a performance-based rate ("PBR") plan. Since FG&E is not yet operating under a PBR plan, no staffing level benchmark for FG&E is required. However, the Department has determined that there is value in distribution companies reporting their staffing levels for informational purposes, as compared to November 1997, on an annual basis.

In November of 1997, FG&E had 102 employees. As of December 2002, FG&E has 86 employees. The reduction is predominantly the result of two separate reassignments of FG&E employees to Unitil Service Corp. First, as FG&E discussed in its recent rate proceedings, in April of 1998, all customer service center activities were centralized in Unitil's Concord, New Hampshire facility where, as a result of the consolidation, FG&E's customers now receive 24/7 customer assistance from live customer service representatives. In addition, a bilingual representative is available to communicate with FG&E's spanish-speaking customers. The centralization resulted in a shift of approximately 11 positions from FG&E to Unitil Service Corp. Second, in April of 1998, five FG&E engineering personnel were transferred to Unitil Service Corp.'s Engineering Department resulting in centralization of the system's engineering function, streamlining of operations, and improvements in service quality and reliability.

FG&E believes that since employees can be transferred between the Unitil system subsidiaries (with the work they perform continuing to inure to the benefit of FG&E), it is important to review staffing levels on a total system basis. See, accord, Joint Comments of Massachusetts Elec. Co., Nantucket Elec. Co. and Eastern Edison Co., D.T.E. 99-84 (Dec. 3, 1999).

Fitchburg Gas and Electric Light Company

Restricted Work Day Rate: 2002

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2002 = 0

N = 0
EH = 196,928

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company

Restricted Work Day Rate: 2001

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 = base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2001 = 4.19

N = 4
EH = 191,108

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company

Line Loss Data

For the Period January 1, 2002 through December 31, 2002

The following page provides the annual electric line loss data for Fitchburg Gas and Electric Light Company, for the period January 1 through December 31, 2002. The methodology used for this calculation is consistent with that used to calculate unaccounted for gas. The unaccounted for gas calculation is based on the Company's Gas Allowance for Local Distribution Companies contained in FG&E's Distribution Service Terms and Conditions, M.D.T.E. 109. As defined in Section 2.0 of M.D.T.E. 109, the Company Gas Allowance is the difference between the sum of all amounts of gas received into the Company's distribution system and the sum of all amounts of gas delivered from the Company's distribution system [for the most recent twelve month period ending July 31]. For purposes of calculating the annual electric line loss, FG&E compared the amount of kWhs received into the system to the kWhs delivered to customers.

Row A provides, in kWhs, the amount of electricity metered each month at FG&E's delivery points. Row B provides, in kWhs, the amount of electricity delivered to customers based on billed amounts. Both Row A and B include kilowatt-hours for FG&E's standard offer service, default service, and externally supplied customers.

Row C shows the difference, in kWhs, between the amount of electricity received and the amount delivered. This difference includes company use, system losses, and voltage discounts made to certain general service accounts' metered data in accordance with the Company's tariff.

Row D shows the annual electric line loss by month and in total. For the year 2002, the electric line loss is 5.5%. The month-to-month fluctuations are related to cycle differences between the reading at the delivery point, which is based on calendar month, and the billing for all of FG&E's customers, which is spread throughout the month. Generally, actual losses do not vary substantially month to month.

Fitchburg Gas and Electric Light Company

Annual Electric Line Loss Data for the period January 1, 2002 through December 31, 2002

		January 2002	February 2002	March 2002	April 2002	May 2002	June 2002	July 2002	August 2002	September 2002	October 2002	November 2002	December 2002	Totals
	kWh Received													
A		41,607,689	37,531,394	41,922,506	40,182,190	41,451,756	42,580,805	47,435,953	50,066,195	44,042,664	42,965,515	42,302,212	45,008,429	517,097,308
	kWh Delivered													
B		41,680,703	36,198,259	37,038,291	38,863,294	39,453,511	38,305,155	45,022,662	46,548,751	43,990,546	40,154,745	38,893,067	42,667,419	488,816,403
	Difference (kWh)													
C		(73,014)	1,333,135	4,884,215	1,318,896	1,998,245	4,275,650	2,413,291	3,517,444	52,118	2,810,770	3,409,145	2,341,010	28,280,905
	Line Loss													
D		(0.2%)	3.6%	11.7%	3.3%	4.8%	10.0%	5.1%	7.0%	0.1%	6.5%	8.1%	5.2%	5.5%

Row A: Electricity metered at FG&E Delivery Points (Flagg Pond and Pinetree) as recorded by FG&E's telemetering system (MV-90).

Row B: kWh delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Electric Line Loss (Row C/Row A)

Fitchburg Gas and Electric Light Company

Annual Electric Line Loss Data for the period January 1, 2001 through December 31, 2001

		January 2001	February 2001	March 2001	April 2001	May 2001	June 2001	July 2001	August 2001	September 2001	October 2001	November 2001	December 2001	Totals
	kWh Received													
A		45,204,273	39,306,483	41,170,707	36,738,519	38,364,233	40,519,485	39,877,832	45,108,870	38,425,484	39,355,333	37,776,468	40,310,867	482,158,554
	kWh Delivered													
B		45,827,956	38,897,432	37,942,628	36,101,840	36,510,313	36,635,116	36,982,684	41,912,711	37,814,166	36,758,040	35,379,602	35,730,690	456,493,178
	Difference (kWh)													
C		(623,683)	409,051	3,228,079	636,679	1,853,920	3,884,369	2,895,148	3,196,159	611,318	2,597,293	2,396,866	4,580,177	25,665,376
	Line Loss													
D		(1.4%)	1.0%	7.8%	1.7%	4.8%	9.6%	7.3%	7.1%	1.6%	6.6%	6.3%	11.4%	5.3%

Row A: Electricity metered at FG&E Delivery Points (Flagg Pond and Pinetree) as recorded by FG&E's telemetering system (MV-90).

Row B: kWh delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Electric Line Loss (Row C/Row A)

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

2002 - ELECTRIC

	DESCRIPTION, LOCATION AND SCOPE OF PROJECT*	TOTAL AMOUNT EXPENDED
1	ELECTRIC T&D IMPROVEMENTS (throughout system) normal additions, upgrades and replacements on FG&E's transmission and distribution systems during 2002. Less: Customer Contributions.	$369,884.97
2	NEW CUSTOMER ADDITION (throughout system) normal additions on FG&E's distribution system for all work directly associated with new customer load including overhead, underground conductors and devices for 2002	$348,878.55
3	OUTDOOR LIGHTING REQUIREMENTS (throughout system) normal additions for 65 new and upgraded lighting installations for 2002	$57,650.83
4	EMERGENCY & STORM RESTORATIONS (throughout system) charges incurred as a result of interruptions, trouble calls and storm restoration for the year 2002	$287,069.32
5	BILLABLE WORK REQUIREMENTS (throughout system) work covering CATV, motor vehicle accidents, and other miscellaneous property damage work. Less: Customer Billing.	$131,581.64
6	TRANSMISSION AND DISTRIBUTION TRANSFORMER - COMPANY REQUIREMENTS (throughout system) additions and retirements of conversion transformers for step down applications on the FG&E distribution system for 2002	$61,009.82
7	TRANSMISSION AND DISTRIBUTION TRANSFORMER - CUSTOMER REQUIREMENTS (throughout system) additions and retirements of distribution transformers due to planned and scheduled customer requirements, including single and/or three phase replacement cost for 2002	$248,264.56
8	REPLACE TRANSFORMER @ RIVER STREET SUBSTATION FITCHBURG purchase and install new 10/14MVA 69kv - 39kv LTC Power Transformer. Existing transformer failed.	$461,467.25
9	RECONDUCTOR CIRCUIT 50W56, PRINCETON ROAD, FITCHBURG reconductor 25 sections of 1/0 ACSR with 336.4 bare aluminum. This work was required to avoid overloads during times of peak load.	$172,528.75
10	SECONDARY NETWORK UPGRADES, FITCHBURG addition of 500kcmil copper, 600 volt cable to provide necessary reinforcements identified in a network planning study.	$138,173.64
11	POLE REPLACEMENT PROGRAM 2002 (throughout system) replacement of 75 joint and sole owned poles in the FG&E service territory. All single phase pole to construction, open wire secondaries, secondaries, service drops and associated equipment.	$218,819.51
12	SUMMER STREET SUBSTATION TRANSFORMER REBUILD FITCHBURG, to provide backup for Sawyer Passway units. Included in the re-wind was the addition of a new LTC.	$566,970.39
13	SUMMER SUBSTATION 69kV PIN & CAP INSULATOR REPLACEMENT, FITCHBURG, due to cement growth causing the caps to separate from the porcelain causing major outages.	$136,395.01
14	REPLACE SECURITY FENCE AT NOCKEGE SUBSTATION, FITCHBURG, original fence and gate have deteriorated beyond repair.	$52,961.34
15	SUMMER STREET SUBSTATION FEEDERS, FITCHBURG installation of neutral conductor on feeder circuits 40W3, 40W38, 40W39 and 40W40. This installation will allow the replacement of the uni-grounded system with an effectively grounded system.	$221,966.90
16	RECONDUCTOR CIRCUIT 01W3-4, FITCHBURG to establish a reliable tie circuit between Summer Street and Beech Street Substations.	$178,448.69
17	ELIMINATE UNSHIELDED CABLE - CIRCUIT 20H23, FITCHBURG extended outages and difficulty locating faults necessitated the need for replacement.	$102,926.34
18	REMOVE ELECTRIC STATION EQUIPMENT FITCHBURG Remove and dispose of all electric distribution equipment inside and outside of the electric station. Also included is the disposal of four Power Transformers from River Street, West Townsend, Ellis Street and West Fitchburg Stations.	$280,833.21
19	FLAGG POND STATION SCADA CONTROL HOUSE PREPARATIONS, FITCHBURG Purchase and install cable trenches and conduit for control house.	$208,475.73

*FG&E has defined major capital expenditures to be those in excess of $50,000. Data for prior years was included in FG&E's 1st Annual Report.

Unitil

Operations Bulletin #OP8.00

SUBJECT: Critical Spares Policy (Electric)

EFFECTIVE: 01/01/2002

ISSUED BY: G. Appleton
CONTENT BY: R Bisson, T. Biklen, M. Deschambeault, P.Stagno, S. Shepard

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1.0 PURPOSE

This bulletin establishes the requirements for inventorying critical spare parts and components for in-service energy delivery equipment. Specifically, this bulletin establishes the criteria and conditions for carrying an inventory of spare parts that would be deemed critical.

2.0 SPARE PARTS CLASSIFICATION & DEFINITION

Spare parts are classified as either Critical Spares or Non-Critical Spares.

Critical Spares

Critical spare parts are defined as inventoried parts that are immediately available as replacements for failed components. Critical spares are inventoried for only those components that if failed, would result in service interruption to customers or diminished use or availability of the energy delivery system. Specifically, the component failure would cause the loss of service to customers, the loss of equipment use, the loss of a system's availability, or result in the energy delivery system to be operated in a sub-optimal first contingency basis until the component or affected equipment is replaced or repaired.

A sub-optimal first contingency basis means operating the energy delivery system:

- When there is an increased outage exposure to a significant number of additional customers

- When protection may not be fully coordinated or may result in not isolating faulted portions of the system prior to the occurrence of significant damage.

- When a mobile substation would be installed for a period of time greater than 2 weeks.

- When an automatic transfer scheme may require disabling.

- When conditions prevent full compliance with ISO-NE / NEPOOL operating requirements.

It is the company's intention to minimize the time that the energy delivery system is operated in such a configured manner. Accordingly parts and components that require inventorying in order to minimize this manner of operation are classified as critical spares.

Non-Critical Spares

Non-critical spare parts are defined as inventoried parts that are available as replacements for in-service components. Non-critical spares if failed, would result in operating the system on a first contingency basis where the affected equipment or system is not available but does not significantly increase outage exposure to additional customers. Additionally, the loss of the equipment or the system availability would be for a short period of time and does not result in operating the system on a sub-optimal basis. Included in this classification are consumable supplies used to perform periodic, routine maintenance, and are generally not returned to the stockroom. Such items include cleaning solvents, lubricants, and temperature control and actuating fluids and general use hardware.

It is not the intent of this policy to establish guidelines for identifying and inventorying non-critical spare parts.

3.0 REQUIREMENTS FOR CRITICAL SPARES

All critical spares, regardless of cost, shall meet the following requirements:

- The spare part shall meet the classification definition in Sec 2.0, above.

- The spare part shall be used to replace a component that is unique to the equipment and essential to the equipment operation.

- The failure of the essential component must render the equipment or system inoperable and force its removal from service.

- No other part, component or subsystem exists as a functional or economically viable substitute for the part.

Certain spare parts may be multi-functional or may be viable replacement components for a large number and variety of equipment or systems. Critical spares that meet component replacement requirements for multiple systems and equipment shall be stocked in preference to sole function critical spare parts.

It is recognized that items used in the course of routine or planned construction may be used to replace parts that have failed and rendered equipment or a system inoperable. Such items are usually stocked in quantities sufficient to meet both emergency and planned work requirements. These items shall not be classified as critical spares. In the event that emergency use of such items exceeds planned use, a re-evaluation of the stock classification for the item will be made.

Critical spares will only be used when a component failure occurs. Critical spares shall not be used for planned maintenance or planned construction work. In most instances, there is a high probability that a critical spare will not be needed or used during the operational lifetime of the equipment or the system. In the relatively rare event that a piece of equipment or system experiences a failed component resulting in the permanent use of a critical spare, an order shall be issued to obtain a replacement critical spare part to be placed in inventory.

4.0 CRITICAL SPARE STOCKING METHODOLOGY

The decision to stock at least one unit of a given type of a critical spare shall be determined using an equipment and service availability criteria and a system impact criteria. The on-hand quantity for a specific critical spare component shall be determined using an inventory control model criteria. The inventory control model establishes the critical spare stocking levels assuming an exponential distribution of failure free operating time, an exponential distribution of re-supply lead time, the quantity of in-service parts deemed to be classified as critical and an inventoried part availability service level of 95%.

Equipment Availability Impact Criteria

The reliability of the energy delivery system is dependent upon the availability of the equipment, systems and components that make up the system. Equipment, lines and systems are not available for service when a component or part has failed. Determining a component failure rate is necessary for determining stocking levels for critical spares.

Failure Rate:

The identification of critical spares and inventoried quantities for in-service components is based upon the premise of equipment reliability or a very high failure free operating